

Technical product information

Topic	Engine Lubricating Oil - Replenishment
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2057978/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> lubrication system	functionality	
engine -> lubrication system -> engine oil	component / consumables -> too much	
engine -> operation, engine control	component / consumables	
engine -> lubrication system -> engine oil	component / consumables -> too little	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14A9	2017	E	SUV BY636 447/W128AG	DDBB	QTZ	QUS
4V14A9	2017	E	SUV BY636 447/W128AG	DDBB	RGQ	QUS
4V14A9	2017	E	SUV BY636 447/W128AG	DDBB	SHT	QUS
4V14A9	2018	E	SUV BY636 447/W128AG	DDBB	QTZ	QUS
4V14A9	2018	E	SUV BY636 447/W128AG	DDBB	RGQ	QUS
4V14A9	2018	E	SUV BY636 447/W128AG	DDBB	SHT	QUS
4V14A9	2019	E	SUV BY636 447/W128AG	DDBB	SHT	QUS
4V14A9	2019	E	SUV BY636 447/W128AG	DDBB	RGQ	QUS
4V14A9	2019	E	SUV BY636 447/W128AG	DDBB	QTZ	QUS
4V14A9	2020	E	SUV BY636 447/W128AG	DDBB	RGQ	QUS
4V14A9	2020	E	SUV BY636 447/W128AG	DDBB	SHT	QUS
4V14A9	2020	E	SUV BY636 447/W128AG	DDBB	QTZ	QUS
4V14D9	2018	E	SUV KoVOMo BY636 404/V8 8AG	DCUA	RWH	QUT
4V14D9	2019	E	SUV KoVOMo BY636 404/V8 8AG	DCUA	RWH	QUT
4V14D9	2020	E	SUV KoVOMo BY636 404/V8 8AG	DCUA	RWH	QUT
4V14F9	2019	E	SUV PHEV BY636PH330/V6 8AG	DCBE	UDT	RZQ
4V14F9	2019	E	SUV PHEV BY636PH330/V6 8AG	DCBE	SAT	RZQ
4V14F9	2020	E	SUV PHEV BY636PH330/V6 8AG	DCBE	UDT	RZQ
4V14F9	2020	E	SUV PHEV BY636PH330/V6 8AG	DCBE	SAT	RZQ
4V14G9	2020	E	SUV SPEED BY636 467/W128AG	DDBD	SHT	QUS

New Continental GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S31AB	2018	E	Cont GT(MSB) BY634 447/W128AG	DDBB	SVZ	RVE
3S31AB	2018	E	Cont GT(MSB) BY634 447/W128AG	DDBB	SVZ	TNJ
3S31BB	2018	E	Cont GT(MSB) BY634 467/W128AG	DDBD	SVZ	TNJ
3S31BB	2018	E	Cont GT(MSB) BY634 467/W128AG	DDBD	TPT	TNJ
3S31BB	2018	E	Cont GT(MSB) BY634 467/W128AG	DDBD	TUP	TNJ
3S31BB	2018	E	Cont GT(MSB) BY634 467/W128AG	DDBD	UPC	TNJ
3S31BB	2019	E	Cont GT(MSB) BY634 467/W128AG	DDBD	SVZ	TNJ
3S31BB	2019	E	Cont GT(MSB) BY634 467/W128AG	DDBD	UPC	TNJ

3S31BB	2019	E	Cont GT(MSB) BY634 467/W128AG	DDBD	TUP	TNJ
3S31BB	2019	E	Cont GT(MSB) BY634 467/W128AG	DDBD	TPT	TNJ
3S31BB	2020	E	Cont GT(MSB) BY634 467/W128AG	DDBD	TUP	TNJ
3S31BB	2020	E	Cont GT(MSB) BY634 467/W128AG	DDBD	TPT	TNJ
3S31BB	2020	E	Cont GT(MSB) BY634 467/W128AG	DDBD	SVZ	TNJ
3S31BB	2020	E	Cont GT(MSB) BY634 467/W128AG	DDBD	UPC	TNJ

New Continental GTC

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S41BB	2019	E	Cont GTC(MSB)BY635 467/W128AG	DDBD	SVZ	TNJ
3S41BB	2019	E	Cont GTC(MSB)BY635 467/W128AG	DDBD	TPT	TNJ
3S41BB	2019	E	Cont GTC(MSB)BY635 467/W128AG	DDBD	TUP	TNJ
3S41BB	2019	E	Cont GTC(MSB)BY635 467/W128AG	DDBD	UPC	TNJ
3S41BB	2020	E	Cont GTC(MSB)BY635 467/W128AG	DDBD	SVZ	TNJ
3S41BB	2020	E	Cont GTC(MSB)BY635 467/W128AG	DDBD	TPT	TNJ
3S41BB	2020	E	Cont GTC(MSB)BY635 467/W128AG	DDBD	TUP	TNJ
3S41BB	2020	E	Cont GTC(MSB)BY635 467/W128AG	DDBD	UPC	TNJ

Documents

Document name
master.xml
example.pdf
report.xlsx

Customer statement / workshop findings

Engine lubricating oil lamp illuminated on driver instrument panel.

Engine lubricating oil requires "topping up" between services.

Technical background

In order to provide effective lubrication and cooling of internal engine components, all internal combustion engines consume a certain amount of engine oil. Oil consumption varies from engine to engine and may change significantly over the life of the engine. Typically, engines with specified running-in periods consume more oil during the running-in period, and the oil consumption will stabilize after the running-in period. Refer to the *Owner's Manual* for specific running-in procedures.

Under normal conditions, the rate of oil consumption depends on the quality and viscosity of the oil, the RPM at which the engine is operated, ambient temperature and road conditions. Additional factors are the amount of oil dilution from water condensation or fuel residue, and the oxidation level of the oil.

Certain driving conditions may negatively influence the rate of oil consumption. This can occur while the vehicle is operated in city driving conditions, for example: stop and go traffic with extended idle periods.

Production change

Not applicable

Measure

With a Customer complaint of low engine lubricating oil level between services, carry out the following;

1. Check for signs of oil leakage within the engine bay and underneath the vehicle.
2. Check for signs of blue smoke from the exhaust tailpipe, the check should be made during engine start, whilst idling, when depressing the throttle and with the engine under load.
3. "Top up" the engine with correct specification engine oil refer to *Repair Group 17 Engine lubrication – 4.0L V8 TSI – Checking engine oil*.

Please note the following;

- Current mileage of vehicle.
- Amount of engine oil required to "top up"

If no issues are found advise the Customer that "Topping Up" the engine lubricating oil is "normal".

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NOTE: It is acceptable for the engine to consume a certain amount of engine lubricating during operation. The acceptable maximum oil consumption for each model variant is as follows:-

V6 – PHEV – From 19 MY - Engine designation 330/V6 - 0.5 Litres / 1000km (621 Miles) V8 –

From 18 MY - Engine designation - 404/V8 - 0.8 Litres / 1000km (621 Miles)

W12 – From 17MY – Engine designations – 447/W12 and 467/W12 – 1.0 Litre / 1000km (621 Miles)

Raise an Information only DISS query, do not raise Technical DISS query for this issue unless a relevant defect is identified.